



PATENT
Attorney Docket No.: WHTPJ-00301

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:) Group Art:
Yves Jean Caseau) Examiner:
Serial No. 10/656,577) <u>TRANSMITTAL LETTER</u>
Filed: September 4, 2003) 162 N. Wolfe Road
For: DECLARATIVE ACD ROUTING) Sunnyvale, CA 94086
WITH SERVICE LEVEL) (408) 530-9700
OPTIMIZATION) Customer Number 28960

Commissioner of Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Sir:

Enclosed please find a Information Disclosure Statement, a Certification pursuant to 37 C.F.R. § 1.97(e) for the Information Disclosure Statement, and Form PTO-1449, including copies of the references contained thereon, for filing in the U.S. Patent and Trademark Office.

The Commissioner is hereby authorized to charge any additional fee or credit overpayment to our Deposit Account No. 08-1275. **An originally executed duplicate of this transmittal is enclosed for this purpose.**

Respectfully submitted,
HAVERSTOCK & OWENS LLP

Dated: 9-24-03

By: Thomas B. Haverstock
Thomas B. Haverstock
Reg. No.: 32,571

Attorneys for Applicant

CERTIFICATE OF MAILING (37 CFR § 1.8(a))

I hereby certify that this paper (along with any referred to as being attached or enclosed) is being deposited with the U.S. Postal Service on the date shown below with sufficient postage as first class mail in an envelope addressed to the:
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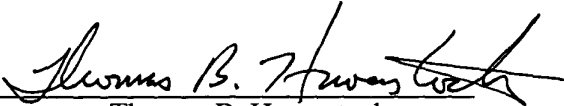
HAVERSTOCK & OWENS LLP
Date: 9-24-03 By: [Signature]

Identification of Person Making Certification

The person making this certification is the attorney who signs below on the basis of the information in the attorney's file.

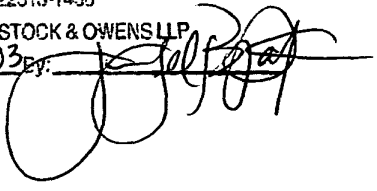
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HAVERSTOCK & OWENS LLP
Date: 9-24-03 By: 



PATENT
Attorney Docket No.: WHTPJ-00301

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:

Yves Jean Caseau

Serial No. 10/656,577

Filed: September 4, 2003

For: **DECLARATIVE ACD ROUTING
WITH SERVICE LEVEL
OPTIMIZATION**

) Group Art: 2155

) Examiner:

) **INFORMATION DISCLOSURE
STATEMENT**

) 162 N. Wolfe Road
) Sunnyvale, CA 94086
) (408) 530-9700

Commissioner of Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Sir:

The citations listed below, copies attached, may be material to the examination of the above-identified application, and are therefore submitted in compliance with the duty of disclosure defined in 37 C.F.R. §§ 1.56 and 1.97. The Examiner is requested to make these citations of official record in this application.

- European Publication No. EP 1 016 998 A2; and
- PCT Publication No. WO 99/65214.

This Information Disclosure Statement under 37 C.F.R. §§ 1.56 and 1.97 is not to be construed as a representation that a search has been made, that additional information material to the examination of this application does not exist, or that anyone or more of these citations constitutes prior art.

Respectfully submitted,
HAVERSTOCK & OWENS LLP

Dated: 9-24-03

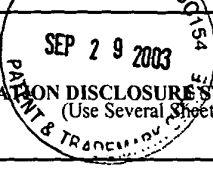
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Date: 9-24-03 By: [Signature]

FORM PTO-1449 (Modified)				U.S. Department of Commerce Patent and Trademark Office		Attorney Docket No.: WHTPJ-00301		Serial No.: 10/656,577	
INFORMATION DISCLOSURE STATEMENT BY APPLICANT (Use Several Sheets If Necessary)						Applicant: Yves Jean Caseau			
(37 CFR § 1.98(b))						Filing Date: September 4, 2003		Group Art Unit:	

U.S. PATENT DOCUMENTS							
Examiner Initials		Serial / Patent Number	Issue Date	Applicant / Patentee	Class	Subclass	Filing Date
	AA						
	AB						
	AC						
	AD						
	AE						
	AF						
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	AH						
	AI						
	AJ						

FOREIGN PATENTS OR PUBLISHED FOREIGN PATENT APPLICATIONS								
		Document Number	Publication Date	Country / Patent Office	Class	Subclass	Translation	
							Yes	No
	AK	EP 1 016 998 A2	05/07/00	EP	G06F	17/60	X	
	AL	WO 99/65214	12/16/99	PCT	H04M	3/46	X	
	AM							
	AN							
	AO							

OTHER DOCUMENTS (Including Author, Title, Date, Relevant Pages, Place of Publication)	
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Examiner:	Date Considered:
EXAMINER: Initial citation considered. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.	